



## Introduction

Welcome to our third Police Authority Newsletter 'Dialogue', aimed at providing you with information on issues that have arisen as a result of our Police Authority Community meetings and to alert you to any other information that we think will be of interest to you.

Consulting and engaging with the public are key objectives for both the Authority and the Constabulary and your views help to influence decision-making in respect of local policing. If you wish to become more involved why not attend one of our public meetings where you could talk directly to your police authority member and senior police officers in your area. Details of the next meeting for your area can be found on the back page.

Or you may wish to become part of the wider police family by becoming a volunteer, a special constable; or by joining a community safety scheme such as neighbourhood watch. Further information for which can be found on the Lancashire Constabulary Website at [www.lancashire.police.uk](http://www.lancashire.police.uk)

Alternatively, you may wish to register your views or opinions on policing with your police authority member from the comfort of your own home on [info@lpa.lancscc.gov.uk](mailto:info@lpa.lancscc.gov.uk)



Mr Brian Aldred  
Ribble Valley



Mr Ibbby Master  
Blackburn-with-Darwen



Councillor Malcolm Doherty  
Hyndburn

# confidence remains high

As you are aware the Police Authority regularly measures the public's confidence in Lancashire Constabulary through its Citizen Panel "Opinion". Our latest survey has shown a very slight increase in public confidence from 87% in March 2006 to 88% in June 2006.

Looking at the survey results in more detail tells us that 12% of respondents claim their confidence has increased due to 'active' performance such as a positive and professional reaction, a rapid or quick response, drugs raids and arrests, positive media coverage and an increase in a visible police presence.

However, 12% of respondents claim their confidence has decreased as a result of receiving no response or a slow response from the constabulary.

Interestingly, 5% of respondents mentioned that they were less confident because of the proposed merger with Cumbria, which is now no longer going ahead so we hope their confidence will increase again by the next wave.

Public confidence and the reasons for an increase or decrease are regularly monitored and we will continue to keep you informed of the results in future editions of Dialogue.

## In this issue

Communication  
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Quality Counts

## Christmas Message

If you're out celebrating during the festive season take personal safety seriously and reduce the chances of becoming a victim. Plan your route, keep to busy well-lit areas and don't take short cuts. Whenever possible, stay with other people.



We want to ensure that this newsletter is addressing the issues that are important to you. If you have any suggestions about any issues or topics you would like us to include in the next edition, please contact Naomi Walker on 01772 531214 or e-mail [naomi.walker@lpa.lancscc.gov.uk](mailto:naomi.walker@lpa.lancscc.gov.uk)

# new scheme aims to provide a 'safe haven' for town centre

A bright yellow bus is to provide a 'Safe Haven' for distressed and vulnerable people in Blackburn and Darwen town centres.



The Safe Haven bus is the first of its kind in the North of England and intends to provide a place of safety to anyone in difficulty on a Friday or Saturday night. Drunken or distressed people can stay on the bus until volunteers can arrange for the person to be reunited with friends or collected by a taxi.

The scheme is a product of Blackburn with Darwen Community Safety Partnership and will be officially launched in Blackburn Town Centre on Friday 15 December. The Safe Haven bus will be in Blackburn

and Darwen Town Centres on Friday and Saturday nights between 9.30pm and 2.30am and will be run by specially trained staff and volunteers.

Councillor Andy Kay, chair of Blackburn with Darwen Community Safety Partnership said "The majority of people who visit Blackburn and Darwen at night do not break any laws, arrive home safely and above all else, have a great time. However, as in any city or town, there may be a few people who find their personal safety being threatened, for any number of reasons.

The Safe Haven Project is being developed to provide the residents and visitors of Blackburn and Darwen with an additional means of ensuring their personal safety whilst they continue to enjoying the nightlife of Blackburn and Darwen on a Friday and Saturday night.

We also believe that by taking care of people who are in need of aid in the town centre, we will effectively reduce the workload of the police, ambulance and other emergency services. This will allow them to concentrate on other incidents and increase the response time to those in critical need."

Sgt Rachel Baines, one of the project lead officers, said "The project cannot run without the help and support of volunteers which is why we are asking for volunteers to join the scheme. We are looking for people of all ages and backgrounds who can give just one night each month."

Reassuring distressed people, contacting relatives, basic first aid, talking to people and assessing their needs are some of the jobs volunteers will be expected to carry out. In return, volunteers have an opportunity to enhance their skills and

experiences and gain a real sense of achievement from making a difference to people's lives.

Safety of all volunteers will be paramount and full training will be given to those who do volunteer. In addition, a qualified team leader will be on board the bus at all times.

Sgt Baines added "As a non-profit scheme, the Safe Haven bus will not only rely on the support of the public, it will rely heavily on the help of local businesses and I ask them to come on board too.

I appeal to anyone who can help this worthy scheme either by offering their time as a volunteer, by making a donation or offering sponsorship."

**For more information please contact Norman McColl, Alcohol Harm Reduction Officer on 01254 585609 or Sgt Rachel Baines on 01254 353576.**

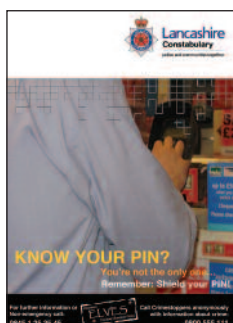
## Operation Elves - Cracking down on Christmas Crime

CRACKING Christmas Crime will be the focus of a new campaign to tackle incidents of nuisance and disorder in Darwen

Operation Elves will be run in Darwen from Friday 1 December and will focus in reducing incidents of juvenile nuisance, violence, car crime, burglary, criminal damage and domestic violence.

A poster campaign will support the operation and encourage shoppers to keep their items safe during the festive season, whilst sending strong messages to those thinking of committing crime this Christmas 'Thinking of shoplifting? We are thinking of you.'

PCSO Chris Williams said: "Operation Elves is well established as an effective way to keep crime down over the Christmas period and I hope the Christmas crime prevention messages we deliver will encourage the local community to stay vigilant whilst out shopping this Christmas."



## Police and Communities Together

PACT meetings are open to everyone and are held by your local Neighbourhood Policing Team every month. They provide you with the chance to meet the team, have your say on what you want the team to focus on.

You can find out when your next PACT meeting is by using the postcode search facility on Lancashire Constabulary's website, [www.lancashire.police.uk](http://www.lancashire.police.uk)

Why not try attending your local PACT meeting and talk to your Neighbourhood Policing Team about the issues that concern you. After a discussion, a smaller group called a PACT panel decides on the top three policing priorities for each month, which are then acted upon by the policing team.

The Neighbourhood Policing Team will then report back to the next meeting the progress on policing the issue.

# Quality counts

Lancashire Constabulary has been working hard behind the scenes over the past 18 months in readiness for the police national customer service standards that became effective on 1st November 2006. These improvements have been progressing under the working title of "Quality Counts".

Superintendent Bill McMahon, from the Constabulary's Corporate Development Department told us "The Quality Counts agenda is being integrated into everything the Constabulary does. Quality of Service and Customer Care is and will remain part of our 'business as usual' approach."

The national standards consist of:

- Making it easy to contact the police
- The provision of a professional and high quality service
- Dealing with initial enquiries from the public
- Keeping people informed
- Ensuring the public voice counts
- Victims of Crime
- Complaints
- Freedom of Information

He added "In order to meet the standards we have to communicate them to staff, train our staff, put policies, systems & working practices in place to support the commitments and have the necessary people and technology in place to deliver them. In addition we then have to check that the commitments are being delivered.

What is clear is that local work already undertaken supports the commitments and demonstrates that the Constabulary want to do more than is expected at a national level. For example,

monthly PACT (Police and Communities Together) meetings held in each of our Neighbourhood Policing Areas, give residents the opportunity to raise any issues/concerns directly with local policing teams. These issues are then translated into local policing priorities - ensuring that we focus on what matters most to residents.

Much of the work undertaken within the Constabulary has, rightly so, been in support of Victims of Crime. Information gathered by talking with victims has influenced our approach to training and as a result, we use real-life video case studies during officer and staff training to demonstrate what is important.

In addition, re-contact bureaus in each of our policing divisions have dedicated staff, supported by a newly developed IT package, which ensure that victims of crime are kept informed about the progress of their case at key stages."

Superintendent McMahon concluded, "Whilst we will endeavour to give a 'right first time' approach, we realise that we do sometimes get things wrong. We will actively seek feedback and make every effort to put things right - trying to ensure it does not happen again.

We produce and distribute Victim Care Packs - which give Victims information in relation to what to expect from the police and include contact numbers and crime reference numbers.

We are committed to providing a world-class service and we see the Quality Counts programme and Neighbourhood Policing Service as being at the heart of the Government's Citizen Focus Agenda".

## help for victims & witnesses across the county



Victim Support Lancashire is a registered charity. It supports crime victims, witnesses, their family and friends.

- It offers a free and confidential service irrespective of whether or not a crime has been reported to the police
- It raises public awareness and recognition of the effects of crime
- It promotes victims and witnesses rights in all aspects of criminal justice and social policy

Staff and volunteers are trained to provide emotional support, information and practical help to people who have suffered the effects of

crime ranging from burglary to the murder of a relative.

Victim Support also runs the Witness Service, based in all the criminal courts. Here, staff and volunteers are trained to provide support and information about the court process to witnesses, victims and their families, before, during and after the trial.

Recently we are also able to offer our service at a number of Outreach venues across the county.

Please contact your local office for further information:

### AREA OFFICE

#### Preston

Tel: 01772 828422

#### Central District Office

Covering Preston area, Chorley & West Lancashire.  
Tel: 01772 201142

#### Eastern District Office

Covering Blackburn, Darwen, Burnley, Pendle, Rossendale & Ribbles Valley.  
Tel: 0845 373 2456

#### Northern District Office

Covering Blackpool, Fylde, Wyre, Lancaster & Morecambe.  
Tel: 0845 373 2458

#### Burnley Crown Court Witness Service

Tel: 01282 452334

#### Lancaster Witness Service

Tel: 01524 62907

#### Preston Crown Court Witness Service

Tel: 01772 844836

#### Preston Magistrates Court Witness Service

Tel: 01772 887439

#### Blackpool Witness Service

Tel: 01253 296253

#### Blackburn & Hyndburn Witness Service

Tel: 01254 265305

#### Pennine Witness Service

Tel: 01282 425780

#### Chorley, Leyland & Ormskirk Witness Service

Tel: 01772 453556

# setting the police agenda: policing priorities 2007-2008

Each year as part of my role here at the Authority, I approach Lancashire residents to find out their views and opinions about policing. Meeting and talking to residents helps me collect valuable information about how policing is being delivered in the area, what is working and what isn't, what issues and concerns local communities have and how the police are working with them to resolve the situation. This approach also means that areas are identified which the public either want to know more about, have concerns about or are identifying as an area for further action.

Alongside this, views, information and feedback from Lancashire residents are also collected from OPINION (our independent

Citizens panel); from emails and online survey responses received via the Authority's website; by issuing questionnaires to all members of the Police Authority Community Meetings; and from other specific research and surveying activity such as on-street surveys and conducting face to face interviews. In addition, I also look at letters I have received from the public.

Each year the Authority sets a number of policing priorities for the Constabulary and as Chair of the Authority it is important to me that these priorities reflect the public's priorities and concerns.

As part of the wider consultation process, I am now asking for your views for this specific process. I

want to know firstly, how successful you believe the Constabulary has been this year on delivering the existing priorities and secondly, what you consider to be the important policing priorities for next year. In addition I am seeking views on the resources needed to pay for policing. I would like to know how much you as a Lancashire resident are willing to pay for policing and where that money should be targeted.

Public involvement is critical to the process and I am inviting you, a reader of dialogue to have your say.

By visiting our website [www.lancspa.gov.uk](http://www.lancspa.gov.uk) you can complete an online survey and give us your views. If you prefer a postal survey you can contact our



Communications Manager, Naomi Walker on 01772 531214 to request one. **Please note that we need your views by the end of December**

Remember, your views do help shape the decisions that the Authority makes so if you want to have your say on next year policing priorities and budgets, now is the time to do it.

Many thanks for your assistance.

Malcolm Doherty  
Chair

## Disability Equality

Lancashire Police Authority recently hosted a unique consultation event with disabled people to help the Authority write their New disability equality scheme. The new scheme looks to :-

- promote equality of opportunity between disabled people and other people;
- eliminate discrimination against disabled people;
- eliminate harassment of disabled people that is related to their disabilities;
- promote positive attitudes towards disabled people;
- encourage participation by disabled people in public life; and
- take steps to take

account of disabled people's impairments, even where that involves treating disabled people more favourably than other people.

Over 40 people came along on the day to share their views, give practical suggestions and outline particular barriers that disabled people face and discuss how these issues can be overcome effectively.

This innovative half day event was held at the Gujarat Hindu Centre. The event was designed to be creative, informative, interactive and fun and featured a drama performance from the 'Certain Curtain' theatre

company as well as providing participants with the opportunity to take part in art-based activities provided by 'Prescap' (Preston Community Arts Project).

Lancashire Police Authority member Howard Gore, who has specific responsibility for Disability as part of his diversity portfolio, said, "This was the first consultation event of its kind undertaken by the Authority and we welcomed the constructive and open communication that we had with people who have first hand experience of the difficulties faced when accessing services for those who are disabled in any way. We have learned



from their experience and will aim to put their ideas into practice to improve the service we provide.

**If you would like more information regarding the Authority's new disability equality scheme, visit the Authority's website at [www.lancspa.gov.uk](http://www.lancspa.gov.uk) or contact Christine Durber on (01772) 533415.**

# COMMUNITY VOLUNTEERS

## did you know?

**The Lancashire Constabulary Community Volunteer Scheme is going from strength to strength. Established in June 2004 the scheme is now fully incorporated into the organisation.**

To date, over 580 volunteers regularly give up their time in order to assist the constabulary in providing a better quality of service to the communities of Lancashire. The roles they perform vary from keeping victims of crime updated on how their case is progressing to assisting Neighbourhood Policing Teams in the heart of their own communities.



Margaret Mills preparing a 'mail shot'. At 85, Margaret is the Constabulary's oldest volunteer.

Volunteering is proving to be a valuable tool for gaining citizenship skills for young people who are just starting out on a career path and a great way of giving something back to their own community for others.

Our volunteers are meeting new people, embracing different cultures and gaining new skills.

More importantly they are helping us to become more transparent and assisting us build bridges and strengthen our ties with the people of Lancashire.

If you are interested in joining the Lancashire Constabulary Community Volunteer Scheme please contact your local volunteer co-ordinator:

Blackpool:	PC 1770 Gordon BIRT	(01253) 604241
Lancaster:	PC 785 Steve BROADBENT	(01524) 596424
Leyland:	PC 2641 Jean BAKER	(01772) 415884
Preston:	Mr Eryl EDWARDS	(01772) 209107
Blackburn:	PC 6177 Ann WEBSTER	(01254) 353547
Burnley:	PC 1345 Chris COLLETT	(01282) 472948
HQ:	PC 2964 Alec CARTER	(01772) 410326

## raising the standard

Over the years there has been a certain amount of confusion and uncertainty by the public surrounding work of the Constabulary in relation to complaints and the police complaints procedure. Therefore, in the next few editions of "Dialogue" we will be taking a look behind the scenes of the Professional Standards Department who are responsible for dealing with complaints against police officers and police staff.

This series of articles coincide with the appointment of Detective Chief Superintendent Clive Tattum as the new head of the Professional Standards Department.

On your behalf we spoke to Mr Tattum who told us he is keen to continue the good work of his predecessor, and members of the department, which has resulted in Lancashire Professional Standards Department being recognised for its good practice in the recent HMIC document 'Raising the Standard'.

That said, Mr Tattum is determined to improve the performance of the department yet further. The focus of his activity will be around the quality of the service provided by the constabulary, ensuring that the police officers have a respect for and an understanding of diversity issues and to ensure that the high standards are maintained and improved.

He said: "All members of Lancashire's communities have the right to expect the highest quality of service on each and every occasion we have any dealings with them".

It is also understandable that where the service, behaviour or actions of a member of staff falls below the required standard, members of the community have a right to express their dissatisfaction. This can be either to the Constabulary or to the Independent Police Complaints Commission (IPCC).

Where complaints are made I will ensure that quality, timely, fair and proportionate investigations are carried out."

**IN THE NEXT EDITION - RAISING THE STANDARD:  
Focus on the Reactive Unit of the Professional Standards Department.**



Detective Chief Superintendent Clive Tattum

# BEHIND THE HEADLINES - how does the Constabulary ensure good levels of service?

There's no prize for guessing that the most popular method for the public to get in touch with the Constabulary is by telephoning a police communication centre. But do you know what goes on behind the scenes to ensure the level of service is maintained.

Over the last 18 months the number of concerns raised at Police Authority Community meetings about the speed in which the Constabulary answers the phone has reduced significantly. However, concerns continue to be raised about the quality of response and the service received from the communications operator.

Therefore, on your behalf we have spoken to the Constabulary's Contact Management Unit (CMU) about the work they do, to ensure that structures and processes are in place to give members of the public easy access to the police and a satisfactory service when they do so.

The CMU, in addition to monitoring local performance indicators (such as the time it takes to answer 999 and non 999 calls on a daily basis) also monitors staffing levels at each of the communication centres ensuring that there is enough staff to handle the volume of callers. The

CMU also works with colleagues from the recruitment and training departments to simplify the way in which people are recruited to these jobs and ensure that they receive the right training.

The CMU also examines call and incident handling processes to make sure they remain fit for purpose as well as acting as an advisor to communication centres' staff; helping them to deliver and recognise good practice or areas for further development. This can be in the form of action plans to address under performance in answering 999 calls and non 999 calls and once action plans are agreed, progress against them is monitored on a regular basis until satisfactory performance is resumed.

We spoke to Graham Keyte from the CMU who told us "The National Call Handling Standards set out a number of standards to improve customer satisfaction and staff are being trained in



delivering a quality service. This will mean their work will be subject to random checks as part of their development plan. Also, every three months, the CMU reviews each communications centre by looking at Call handling performance records, maintaining standards on how the data is captured by the communications staff and ensuring that the correct classification of incident and crime related incidents are recorded.

Questions such as 'Have

we dealt with the incident appropriately?' 'did an officer attend within the agreed timescale?' and 'is the result appropriate?' are asked. These reviews include the results of satisfaction surveys from people who have recently contacted each centre. Part of the review also includes structured audits conducted by CMU, where staff dip sample certain elements of an incident to ensure areas that will improve customer satisfaction are maintained."



## christmas message

When you're out and about doing that late night Christmas shopping, make sure you lock all doors and windows at home - and use light timers, or leave a light or the radio on, so people think that you're in.

**Don't make it easy for criminals.**

# police boot out bad behaviour

Police in Ribble Valley have secured a Dispersal Order to tackle anti social behaviour in Longridge.

The Anti Social Behaviour Dispersal Order is the first to be set up in the division and comes as part of a crackdown on incidents of criminal damage and youth nuisance.

Sgt John Lindsay said: "Gatherings of large groups of youths are intimidating the public and affecting local businesses, through their anti social behaviour, drinking, criminal damage and vehicle offences. Many of these youths are coming from out of town, mainly Preston and are intent on causing trouble.

"The Dispersal Order will give the police and council officers powers to deal with any further incidents of anti social behaviour in the area, which is blighting the lives of members of the public in Longridge."

Police patrols have already been stepped up in the Longridge area, but the Order will give officers extra powers when it comes to breaking up gangs of people and arresting them if they return to the area within 24 hours.

The Order, backed by local Councillors, is just one of a package of measures being used by the Police and Council to address community concerns.

Sgt Lindsay added "It is important to remember that whilst the police will disperse groups of youths who are committing anti social behaviour, that does not mean that we are banning youngsters from the area. We are just saying that we will not tolerate anti social behaviour and if you are found to be causing trouble, you may be asked to leave, or if you are under 16 and are unsupervised, we may take you home to your parents."



"To be completely effective the Dispersal Order needs the continued support and co-operation of the local community. If any acts of criminal damage or nuisance occur the incidents should be reported as soon as possible to the local police."

Ribble Valley Chief Executive David Morris echoed the police comments. He said: "This is a great example of the police and Borough Council working together in partnership to resolve an issue which has been a constant problem for the people of Longridge. By giving the police these new powers to disperse and move on groups of youths who are intimidating the public, we are sending a very clear message that this type of behaviour will not be tolerated in Longridge or anywhere in the Ribble Valley."

## Police hope children would 'Bee Dazzled' for road safety

POLICE in Blackburn hoped children would get in tune with a new road safety campaign.

Teaming up with the Lancashire Partnership for Road Safety, Police Community Support Officer Mark Dixon has taken to the streets to offer a brand new road safety 'Bee Dazzled' CD to youngsters at the Mall Blackburn.

PCSO Dixon organised the Mall Road Safety Day and wrote the lyrics for the Bee Dazzled CD. He said: "With the darker nights upon us, the Bee Dazzled CD is a great way for us to get a serious message across to children in a fun and catchy way."

Lorraine Jones, General Manager at The Mall Blackburn, said: "We take the part we play in the community seriously and are delighted to welcome our local police to The Mall to spread the word about road safety this winter."

## Don't Dice with Death

That was the message from the Lancashire Partnership for Road Safety this Christmas as part of a new Drink Drive campaign.

Launched at Accrington Stanley FC on Monday 27 November, the campaign is aimed at drivers aged between 17 and 25 to inform them about the dangers and consequences of drinking and driving.

As the party season approaches, police in Blackburn are sending a strong message to drivers, 'Don't drink and drive'.

On average 3,000 people are killed or seriously injured each year in drink drive collisions and nearly one in six of all deaths on the road involve drivers who are over the legal alcohol limit.

And if you think you won't get caught, more than half a million breath tests are carried out each year and on average 100,000 are found to be positive.

If you are caught drink driving (or being over the limit the following morning) you could lose your licence, your job and you will have a criminal record. Worse than that, drink driving increases your risk of being involved in an accident and you could kill or injure yourself or someone else.

Claire Waterhouse, Road Safety Manager for Blackburn and Darwen said: "Drinking and driving not only puts your life at risk, it puts the lives of others at risk too. My advice would be to avoid alcohol altogether and never offer a drink to anyone who is driving.

"Driving skills start to be affected when people are still well below the legal limit, in fact one in three drivers who die have alcohol in their system- a third of these are under the limit."

Remember, it takes less than you might think to be a drink driver. The only way to be safe this Christmas is not to drink at all.



### Winter nights safety tips

- Make sure that your child can be easily seen, especially at night, on dark days and in bad weather
- Explain to your child why they should always wear something bright
- Bright or fluorescent clothes show up best by day, especially in dull or misty weather
- By night, reflective material is best and shows up in car headlights - remember fluorescent clothing doesn't work after dark
- It is an offence to cycle at night without a white front light, a red back light and a red reflector at the back, so make sure that your child's bike is properly equipped and working

## have you visited lancashire constabulary's new look website yet?

Along with a brand new look, www.lancashire.police.uk now has an improved navigation system and is packed full of new features.



The complete re-work of the website has been possible thanks to funding for the project under the Proceeds of Crime Act (POCA) which confiscates money and property that has been obtained through crime and puts it to good use.

### what's new?

IN ADDITION to the new design and navigation, one of the main new features is the

ability to search by postcode for local policing information. This section includes names, photographs and contact details of your Neighbourhood Policing Team officers as well as the date, time and location of the next Police And Communities Together meeting in your area. Local news will also be included in this section, along with any additional information such as your local community newsletter.

## Don't be a turkey at Christmas



The number of accidental fires in the home increase significantly over the Christmas period.

Many are caused by cooking related incidents attributed to the occupier being under the influence of alcohol whilst cooking.

### Please don't drink and cook!

39% of people that are killed in fires had consumed alcohol.

For a free home fire safety check and smoke detector from the Lancashire Fire and Rescue service call 0800 169 1125.

## The next scheduled Police Authority Community Meetings for Eastern

### RIBBLE VALLEY

Whalley Methodist Church Hall, King Street, Whalley BB7 9RG  
Thursday 25th January, 2007 at 7.00pm

### BLACKBURN-W-DARWEN

Mill Hill Community Centre, New Chapel Street, Mill Hill,  
Blackburn BB2 4DT  
Monday 12th February, 2007 at 7.00pm

### HYNDBURN

Accrington Town Hall, Blackburn Road, Accrington BB11 2DW  
Thursday, 15th February, 2007 at 7.00pm

## Mobile Phone Warning

Shoppers are being warned to keep their belongings secure in Blackburn town centre this Christmas.

Inspector Holbrook advises "With only a few shopping days left until Christmas, Blackburn town centre will be busy with Christmas shoppers and thieves may see this as an opportunity to help themselves to your belongings.

"I urge shoppers to take the following advice to avoid being an easy target to phone thieves."

- Be aware of suspicious people around you and always be aware of your surroundings, particularly in the town centre shopping areas
- Never hand your phone to a stranger to use
- Don't walk around with your mobile phone lights illuminated by playing games
- Try to avoid using your phone in crowded places, pop concerts or night clubs
- Try to avoid walking with your phone on display
- Never leave your phone unattended
- Record your IMEI number. This will allow your service provider to bar your phone from calls if stolen by typing in \*#06#

Inspector Holbrook added "I also ask members of the public to keep other belongings safe and secure as pickpockets will also be operating at this time of year, looking to steal purses and other items from your handbags or pockets."

## Christmas message

When you're out and about, doing that late night Christmas shopping don't give car thieves a chance. Park in busy or well-lit and attended car parks near CCTV cameras or in police-approved car parks. Don't make it easy for criminals.



## Contact Details

In an emergency when you need an immediate response dial 999

Police Non emergency number - 0845 1253545

Crimestoppers - a confidential phone line - 0800 555 111

Lancashire Police Authority - 01772 533462

## Remember...

If the police don't know about a problem they cannot do anything about it.